SonicWALL Mobile Connect

Mobile Connect for Apple iOS 2.0 User Guide

SONICWALL®

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your system.

CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Using Mobile Connect for Apple iOS

SonicWALL Mobile Connect for Apple iOS is an app for iPhone, iPod touch, and iPad that enables secure, mobile connections to private networks protected by Dell SonicWALL security appliances.

How Mobile Connect Works

Modern business practices increasingly require that users be able to access any network resource (files, internal websites, etc.), anytime, anywhere. At the same time, ensuring the security of these resources is a constant struggle. While most users are aware that they must take care to protect computers from network security risks, this security awareness does not always extend to mobile devices like the iPhone, iPod touch and iPad. And yet, mobile devices are increasingly subject to security attacks. Furthermore, mobile devices often use insecure, untrusted, public wi-fi hotspots to connect to the Internet. It is therefore a challenge to provide secure, mobile access while still guarding against the inherent security risks of using mobile devices.

The SonicWALL Mobile Connect app for iPhone, iPod touch, and iPad provides secure, mobile access to sensitive network resources. Mobile Connect establishes a Secure Socket Layer Virtual Private Network (SSL VPN) connection to private networks that are protected by Dell SonicWALL security appliances. All traffic to and from the private network is securely transmitted over the SSL VPN tunnel.

After installing SonicWALL Mobile Connect from the App Store, to get started with Mobile Connect:

1. Ensure the Dell SonicWALL SRA or firewall appliance that will be used by Mobile Connect to the network is connected.
2. Configure Network Information (server name, username, password, etc.).
3. Mobile Connect establishes a SSL VPN tunnel to the Dell SonicWALL security appliance.
4. You can now access resources on the private network. All traffic to and from the private network is securely transmitted over the SSL VPN tunnel.

Prerequisites

The following sections describe prerequisites for SonicWALL Mobile Connect:

- Apple Product Support on page 6
- Dell SonicWALL Appliance Support on page 6
- Required Network Information on page 6

Apple Product Support

SonicWALL Mobile Connect is supported on the following devices:

- iPhone 5 – running Apple iOS 6 or higher
- iPhone 4S – running Apple iOS 5 or higher
- iPhone 4 – running Apple iOS 4.3 or higher
- iPhone 3GS – running Apple iOS 4.3 or higher
- iPad mini – running Apple iOS 6 or higher
- iPad (4th generation – running Apple iOS 6 or higher
- iPad (3rd generation) – running Apple iOS 5.1 or higher
- iPad 2 – running Apple iOS 4.3 or higher
- iPad – running Apple iOS 4.3 or higher
- iPod touch (3nd Generation or later) – running Apple iOS 4.3 or higher

Dell SonicWALL Appliance Support

SonicWALL Mobile Connect is a free app, but requires a concurrent user license on one of the following Dell SonicWALL solutions in order to function properly:

- Dell SonicWALL firewall appliances including the TZ, NSA, E-Class NSA running SonicOS 5.8.1.0 or higher
- Dell SonicWALL SRA appliances running 5.5 or higher
- Dell SonicWALL Aventail E-Class Secure Remote Access (SRA) appliances running 10.5.4 or higher

Required Network Information

To use Mobile Connect, you will need the following information from your network administrator or IT Support:

- Server name or address – This is either the IP address or URL of the SSL VPN server that you will connect to.
- Username and password – Typically, you will be required to enter your username and password, although some connections may not require this.
- Domain name – The domain name of the SSL VPN server. Mobile Connect may be able to automatically determine this when it first contacts the server, or there may be multiple domains that can be selected.

DNS Domain Settings on Appliances

Before Mobile Connect users will be able to access the private network, the network administrator must configure the DNS Domain on the Dell SonicWALL appliance. When the Mobile Connect user accesses a URL on the private network, the configured DNS domain is used to resolve the hostname lookup. For public domains that do not match the configured DNS domain, the DNS server for the wi-fi or 3G network is used.

Note The Mobile Connect user does not need to perform any configuration tasks related to DNS. The following information is for SonicWALL network administrators.

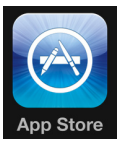
The DNS Domain configuration process varies, depending on the type of Dell SonicWALL appliance being used:

- **Dell SonicWALL firewall appliances** – On the **SSL VPN > Client Settings** page, enter the DNS domain name in the **DNS Domain** field.
- **Dell SonicWALL SRA appliances** – The DNS domain can be configured either globally, at the group level, or at the individual user level:
  - Global level: On the **Network > DNS** page, enter the DNS domain name in the **DNS Domain** field.
  - Group level: On the **Users > Local Groups** page, click the edit icon for the group. Click on the **NX Settings** tab and enter the DNS domain the **DNS Domain** field.
  - User level: On the **Users > Local Users** page, click the edit icon for the user. Click on the **NX Settings** tab and enter the DNS domain the **DNS Domain** field.
- **Dell SonicWALL E-Class SRA appliances** – The DNS domain can be configured either globally or for specific IP address pools:
  - Global level: From the main navigation menu in the E-Class SRA Management Console (AMC), click **Network Settings**. In the **Name resolution area**, click **Edit**. The **Configure Name Resolution** page appears. Enter the DNS domain name in the **Search domains** field.
  - IP address pool level: From the main navigation menu in the AMC, click **Services**. Under **Access services**, in the Network tunnel service area, click **Configure**. The **Configure Network Tunnel Service** page appears. Click the name of the IP address pool you want to edit. The **Configure IP Address Pool** page appears. To the right of the **Advanced** heading, click the arrow icon. Select the **Customize default settings** checkbox and enter the DNS domain name in the **Search domains** field.

Installing Mobile Connect

SonicWALL Mobile Connect is installed through the Apple App Store.

1. On your iPhone, iPod touch, or iPad, tap the App Store icon.



2. Go to the **Search** tab, enter **SonicWALL Mobile Connect**, and tap **Search**.
3. In the search results, select **SonicWALL Mobile Connect**.
4. Tap **Free** and then **Install**. The app will install on your device. When installation is complete, the SonicWALL Mobile Connect icon will appear on your device.

Note If you encounter an error when attempting to download SonicWALL Mobile Connect, please see iTunes Store Customer Support, where you can find troubleshooting procedures and instructions on how to report the issue using your iTunes account: http://www.apple.com/support/itunes/

Using Mobile Connect

The following sections describe how to use SonicWALL Mobile Connect:

- Create a Connection on page 8
- Connect to the Mobile Connect Server on page 12
- Configure Mobile Connect Settings on page 14
- Configure Connect on Demand on page 24
- To Use the iPhone Configuration Utility with Mobile Connect on page 27

Create a Connection

The process of creating a Mobile Connect connection is slightly different depending on which type of Dell SonicWALL appliance you are connecting to.

The following sections describe how to create a connection:

- Create a Connection to Dell SonicWALL Firewall and SRA Appliances on page 8
- Create a Connection to Dell SonicWALL E-Class SRA Appliances on page 10

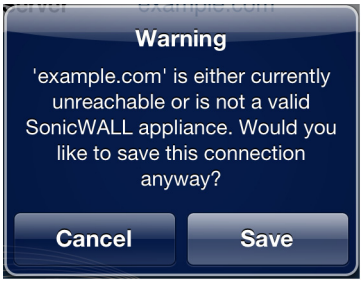
Create a Connection to Dell SonicWALL Firewall and SRA Appliances

1. The first time you launch Mobile Connect, you will be prompted to enable VPN functionality. Tap **Enable**.

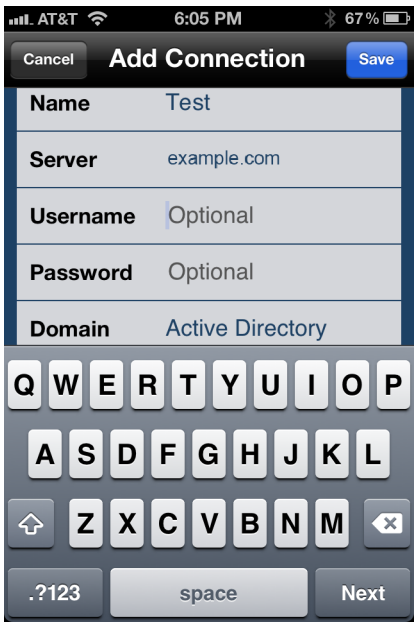
2. You will then be presented with the screen to begin your first connection to the Dell SonicWALL firewall or appliance. Tap **Add connection**.
   - **Name**: Enter a descriptive name for the connection.
   - **Server**: Enter the URL or IP address of the server.

3. Tap **Next**. Mobile Connect will then attempt to contact the Dell SonicWALL appliance.

   If the attempt fails, a warning message will display, asking if you want to save the connection. Verify that the server address or URL is spelled correctly, and then tap **Save**.

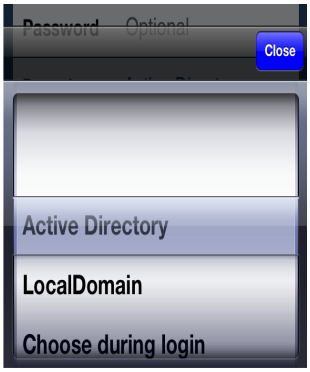

Warning
'example.com' is either currently unreachable or is not a valid SonicWALL appliance. Would you like to save this connection anyway?
Cancel
Save

4. If Mobile Connect successfully contacts the server, you will be prompted to enter your **Username** and **Password** (unless the server does not require this information). Enter your Username and Password, and then scroll down to the **Domain** field.



Note If the screenshots above do not match what is displayed on your device, you are connecting to a Dell SonicWALL E-Class SRA appliance. Proceed to Create a Connection to Dell SonicWALL E-Class SRA Appliances on page 10, step 5.

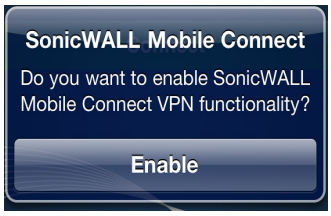
The **Domain** field is auto-populated with the default domain from the server. To select a different domain, tap **Domain** to display a drop-down menu of the available options, select the correct domain, and tap **Close**.



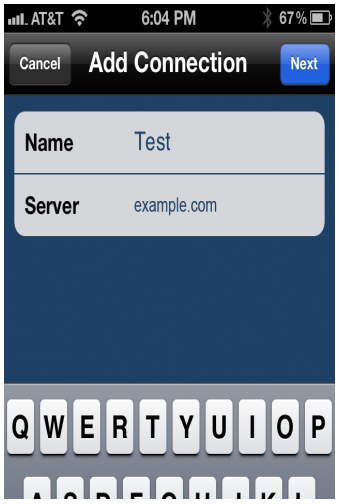
5. Tap **Save**, which displays the Connections window where you select the server connection.

Create a Connection to Dell SonicWALL E-Class SRA Appliances

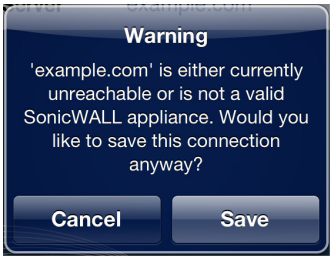
1. The first time you launch Mobile Connect, you will be prompted to enable VPN functionality. Tap **Enable**.



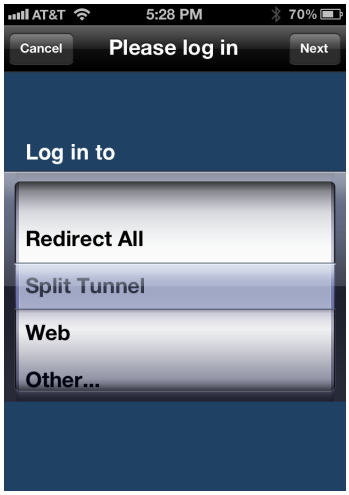
2. You will then be presented with the screen to begin your first connection. Tap **Add connection**.
   - **Name**: Enter a descriptive name for the connection.
   - **Server**: Enter the URL or IP address of the server.



3. Tap **Next**. Mobile Connect will then attempt to contact the Dell SonicWALL appliance. If the attempt fails, a warning message will display, asking if you want to save the connection.

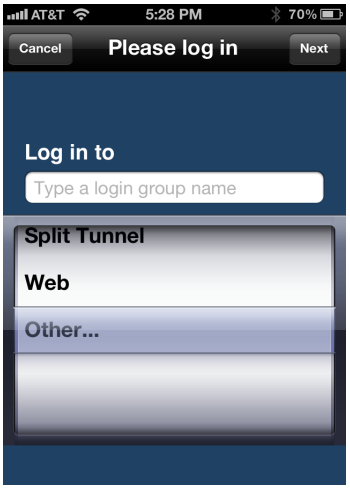

Warning
'example.com' is either currently unreachable or is not a valid SonicWALL appliance. Would you like to save this connection anyway?
Cancel
Save

4. Before tapping **Save**, verify that the server address or URL is spelled correctly.
5. If Mobile Connect successfully contacts the server, you will be prompted to select which Login Group on the appliance you want to connect to. If you do not know which Login Group to connect to, contact your network administrator.

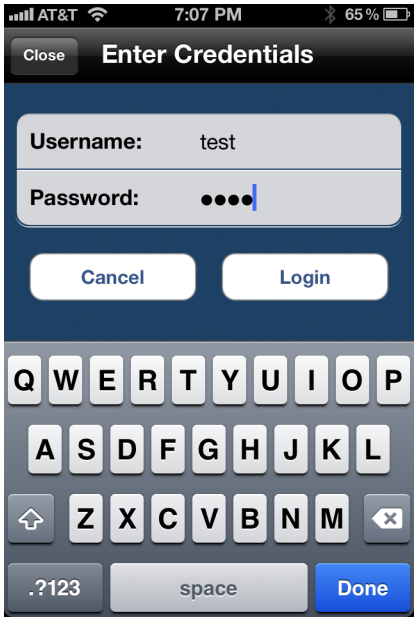


Note If the screenshots above do not match what is displayed on your device, you are connecting to a Dell SonicWALL firewall or SRA appliance. Proceed to Create a Connection to Dell SonicWALL Firewall and SRA Appliances on page 8, step 4.

6. If the Login Group you connect to is not listed, select **Other...** to manually type in the group name.



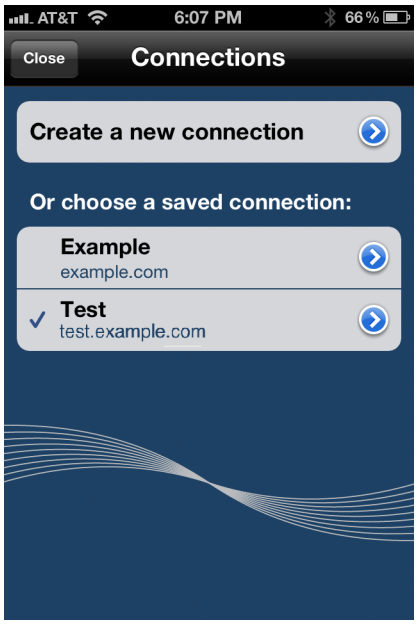
7. You will then be prompted to enter your **Username** and **Password** (unless the server does not require this information).



8. Tap **Login**.

Connect to the Mobile Connect Server

After you save a new connection, the list of all configured connections displays.



To establish a Mobile Connect session, perform the following tasks:

1. Tap the connection in the list that you want to initiate. The Connection Status page displays. Tap **Connect**.

2. Enter your username and password if prompted (depending on whether the appliance you are connecting to allows for saving usernames and passwords), and tap **Login**.
3. When the connection is successfully established, the **Status** changes to **Connected** and the **Disconnect** button replaces the **Connect** button.

Any bookmarks defined for the portal are displayed below the **Disconnect** button. Navigate to a bookmark's destination by touching the bookmark.

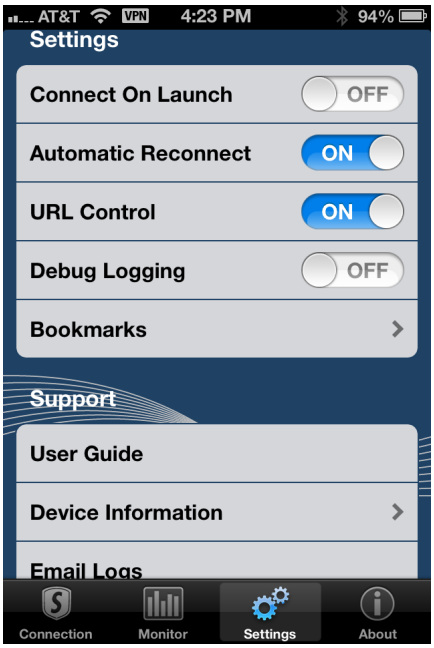
4. Press the Home button on your iPhone, iPod touch, or iPad to display it's home screen. You can now navigate to other apps to access your Intranet network. The status bar at the top of the iPhone, iPod touch or iPad displays a VPN icon to indicate that the Mobile Connect session is still connected.

If the VPN connection is interrupted, the VPN icon will disappear and you will no longer be able to access the Intranet network. This can happen if your device's connection transitions from wi-fi to 3G or to another network type.

Return to Mobile Connect to reestablish the connection. Optionally, you can configure the **Automatic Reconnect** option on the **Settings** tab to have Mobile Connect automatically attempt to reestablish interrupted connections.

Configure Mobile Connect Settings

SonicWALL Mobile Connect provides several settings for connection and logging options. The Settings tab also provides Support information, which includes a User Guide and device, connection, and server information.



The following options are controlled from the Settings tab:

- **Connect on Launch** - Sets Mobile Connect to automatically initiate a connection to the last-used profile when it is launched.
- **Automatic Reconnect** - Sets Mobile Connect to automatically attempt to reconnect if the connection is lost. The SSL VPN connection can be disrupted when your device's connection transitions to a different network type (for example, from wi-fi to 3G). This setting lets applications rely on a sustained VPN connection. There is no limit on the amount of time it takes to reconnect.
- **URL Control** - Allows other mobile applications to pass action requests using special URLs to Mobile Connect. These action requests can create VPN connection entries and connect or disconnect VPN connections. For example, another application can launch Mobile Connect, access internal resources as needed, and then disconnect by using the mobileconnect:// or sonicwallmobileconnect:// URL scheme. Some common examples of URL Control are:

  Add profile: **mobileconnect://addprofile**[/]**?name=***ConnectionName***&server=***ServerAddress*[**&***Parameter1***=***Value***&***Parameter2***=***Value...*]

  Connect: **mobileconnect://connect**[/]**?[name=***ConnectionName*|**server=***ServerAddress*][**&***Parameter1***=***Value***&***Parameter2***=***Value...*]

  Disconnect: **mobileconnect://disconnect[/]**

  Additional information about URL Control is provided in URL Control Syntax and Parameters on page 17.
- **Debug Logging** - Enables full debug log messages of Mobile Connect activity. Leave this setting disabled unless instructed to enable it by Dell SonicWALL Support staff.
- **Bookmarks** - Displays centrally configured shortcuts (called bookmarks) to VPN resources like URLs, Outlook Web Access, and iOS applications. These bookmarks, which are displayed on the main Connection tab when the VPN is connected, provide one-touch access to frequently used applications.

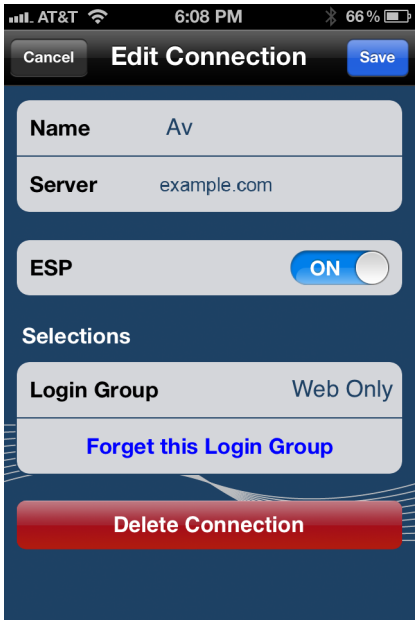
  If using an SRA appliance, pulling down the Connection screen and releasing it refreshes the bookmarks. Mobile Connect supports Remote Desktop options like screen size and enable/disable audio as long as both the server bookmark and third party iOS application support the option.

  Note: Bookmarks are supported on SRA appliances only when running 7.0 or higher and not supported on appliances running SonicOS.

  Additional information about bookmarks is provided in Bookmarks on page 21.

E-Class SRA Settings

Two additional options can be modified for connections to Dell SonicWALL E-Class SRA appliances. To view these options, go to the **Connection** tab and tap the **Connection** line to display the list of connections. Tap the blue arrow to the left of the connection you want to modify. The **Edit Connection** window displays.



The following options can be configured:

- **ESP** - Enables Encapsulating Security Payload (ESP) to improve the performance of UDP streaming applications like VoIP and FaceTime. This is enabled by default; however, some networks may require this option be disabled. ESP requires that UDP port 4500 be open on the network firewall. If this port cannot be opened, the ESP option should be disabled. Also, in rare cases where the network environment does not properly implement PMTU discovery (see RFC 1191), certain applications may run inefficiently or perhaps not at all when using ESP encapsulation.
- **Forget this Login Group** - Mobile Connect remembers the Login Group that you specified when configuring the connection. To change to a different Login Group, tap **Forget this Login Group**. The next time you connect to the server, you will be prompted to select a new Login Group.

Note If these options are not displayed, then you are connecting to either a Dell SonicWALL firewall or SRA appliance.

The **Support** section of the Settings tab provides the following support information:

- **User Guide** - Displays the SonicWALL Mobile Connect User Guide.
- **Device Information** - Displays information about the iOS device, wi-fi connection, Cellular connection, and DNS servers.
- **Email Logs** - Creates an email to send the Mobile Connect log to Dell SonicWALL Support staff. Tap **Send** to send the email.

URL Control Syntax and Parameters

This section provides the full set of URL parameters for the URL Control feature. URL Control currently supports the addprofile, connect, and disconnect commands. Callback URLs are also supported.

Add Profile Command

The addprofile command requires either the name or server parameter, and accommodates both. All other parameters are optional. When the URL is opened in Mobile Connect, all of the parameters included in the URL are saved in the connection entry associated with that name and server.

Syntax:

`mobileconnect`**`://addprofile[/]?name=`***`ConnectionName`***`&server=`***`ServerAddress`**
`[&`***`Parameter1`***`=`***`Value`***`&`***`Parameter2`***`=`***`Value...`***`]`

Following are examples of the addprofile command:

```
mobileconnect://addprofile/?name=Example&server=vpn.example.com
sonicwallmobileconnect://addprofile/?name=Example&server=vpn.example.com
mobileconnect://addprofile?name=Example%202&server=vpn.example.com
mobileconnect://addprofile?name=vpn.example.com
mobileconnect://addprofile?server=vpn2.example.com
mobileconnect://addprofile?name=SRA%20Connection&server=sslvpn.example.com
&username=test&password=password&domain=LocalDomain&connect=1
mobileconnect://addprofile?name=EX%20Connection&server=workplace.example.com
&username=test&password=password&realm=Corp&connect=1
```

Note All appropriate characters in values of parameters used in URLs are required to be URL encoded. For instance, to match a space, enter %20.

Add Profile Command Parameters

Command Parameter	Description
`name`	The unique name of the VPN connection entry that will be created and appear in the Mobile Connect Connections list. Mobile Connect accepts the name only if it is unique. Letters are case sensitive.
`server`	The domain name or IP address of the Dell SonicWall appliance in which you wish to connect. For example: `vpn.example.com`
`username`	**Optional**: The username used in the VPN connection.
`password`	**Optional**: The password used in the VPN connection.
`realm`	**Optional**: The realm used in the VPN connection profile. Applies to EX series connections only.
`domain`	**Optional**: The domain used in the VPN connection profile. Applies to SRA and UTM connections only.
`sessionid`	**Optional**: The session ID or Team ID used for authentication.

Command Parameter	Description
`connect`	**Optional**: If presented and the value is non-null, the connection will be initiated if the profile was successfully added.
`callbackurl`	**Optional**: The callback URL is be opened by Mobile Connect after the add profile command has been processed. See Callback URL on page 20 for full details of the callback URL syntax and options.

Connect Command

The connect command is used to easily establish VPN connections. Connection information can be embedded in the URLs and they can be provided to users for easy setup and configuration. In addition, a callback URL can be provided that Mobile Connect will open after the connection attempt is completed, making it possible for other applications to initiate VPN connections in a seamless manner.

Syntax:

`mobileconnect://connect[/]?[name=`*`ConnectionName`*`|`**`server=`***`ServerAddress`***`]`
`[`**`&`***`Parameter1`***`=`***`Value`***`&`***`Parameter2`***`=`***`Value...`***`]`

Following are examples of the mobileconnect command:

```
mobileconnect://connect/?name=Example
```

```
sonicwallmobileconnect://connect/?name=Example
```

```
mobileconnect://connect?name=Example
```

```
mobileconnect://connect?server=vpn.example.com
```

```
mobileconnect://connect?name=Example%202&server=vpn.example.com
```

```
mobileconnect://connect?name=SRA%20Connection&server=sslvpn.example.com
&username=test&password=password&domain=LocalDomain
```

```
mobileconnect://connect?name=EX%20Connection&server=workplace.example.com
&username=test&password=password&realm=Corp
```

Connect Command Parameters

Command Parameter	Description
`name`	The unique name of the VPN connection entry that will be created and appear in the Mobile Connect Connections list. Mobile Connect accepts the name only if it is unique. Letters are case sensitive.
`server`	The domain name or IP address of the Dell SonicWall appliance in which you wish to connect. For example: `vpn.example.com`
`username`	**Optional**: The username used in the VPN connection.
`password`	**Optional**: The password used in the VPN connection.
`realm`	**Optional**: The realm used in the VPN connection profile. Applies to EX series connections only.
`domain`	**Optional**: The domain used in the VPN connection profile. Applies to SRA and UTM connections only.
`sessionid`	**Optional**: The session ID or Team ID used for authentication.
`connect`	**Optional**: If presented and the value is non-null, the connection will be initiated if the profile was successfully added.
`callbackurl`	**Optional**: The callback URL is opened by Mobile Connect after the connect command has been processed. See Callback URL on page 20 for full details of the callback URL syntax and options.

Disconnect Command

The `disconnect` command is used to disconnect an active connection. In addition, a callback URL can be provided that Mobile Connect will open after the connection is disconnected, which makes it possible to return to the calling app. If there is no active VPN connection, the command is ignored.

Syntax:

```
mobileconnect://disconnect[/]
mobileconnect://disconnect[/]?[callbackurl=<callbackurl>]
```

Following are examples of the disconnect command:

```
mobileconnect://disconnect
```

```
mobileconnect://disconnect/
```

```
sonicwallmobileconnect://disconnect
```

```
mobileconnect://
disconnect?callbackurl=customapp%3A%2F%2Fhost%3Fstatus%3D%24STATUS%24%
26login_group%3D%24LOGIN_GROUP%26error_code%3D%24ERROR_CODE%24
```

```
sonicwallmobileconnect://
disconnect?callbackurl=customapp%3A%2F%2Fhost%3Fstatus%3D%24STATUS%24%
26login_group%3D%24LOGIN_GROUP%26error_code%3D%24ERROR_CODE%24
```

Disconnect Command Parameters

Command Parameter	Description
`callbackurl`	**Optional**: The callback URL is opened by Mobile Connect after the disconnect command has been processed. See Callback URL on page 20 for full details of the callback URL syntax and options.

Callback URL

While invoking Mobile Connect using a URL, a third party application can include a callback URL that is called by Mobile Connect once it completes the requested action. The callback URL value may also contain special tokens that will be evaluated and dynamically replaced by Mobile Connect to provide additional status and connection information back to the app that is opened by the callback URL. Tokens are evaluated in place, in the same order in which the tokens were specified.

To ensure that it functions properly, the base callback URL format should be RFC 1808 compliant and should be able to be launched independently of Mobile Connect. For example it should launch through a web page or iOS web clip.

URL: <scheme>://<net_loc>/<path>;<params>?<query>#<fragment>

Note The value of callbackurl must also be properly URL encoded to ensure that Mobile Connect can process the callback URL correctly.

Dynamic Tokens Supported by the Callback URL

Dynamic Token	Description
$ERROR_MESSAGE$$	The string value of the error message from the failed connection attempt.
$LOGIN_GROUP$	The string value of the authentication login group or realm. Applies to EX series connections only.
$COMMUNITY$	The string value of authentication community. Applies to EX series connections only.
$ZONE$	The string value of EPC zone. Applies to EX series connections only.
$TUNNEL_IP$	The string value of the Mobile Connect IPv4 client address.
$TUNNEL_MODE$	One of split, split-nonlocal, redirectall, or redirectall-nonlocal depending on the tunnel mode. Applies to SRA and UTM connections only.
$ESP_ENABLED	Yes, or no depending on if ESP is enabled. Applies to SRA and UTM connections only.

Note Any number of tokens from the table above can be specified.

Following are examples using the callback URL:

Callback URL

```
customapp://host?status=$STATUS$&login_group=$LOGIN_GROUP&
error_code=$ERROR_CODE$
```

Full URL with URL Encoded Callback URL Value

```
mobileconnect://connect?sessionid=<teamid>&callbackurl=customapp%3A%2F%
2Fhost%3Fstatus%3D%24STATUS%24%26login_group%3D%24LOGIN_GROUP%
26error_code%3D%24ERROR_CODE%24
```

Callback URL

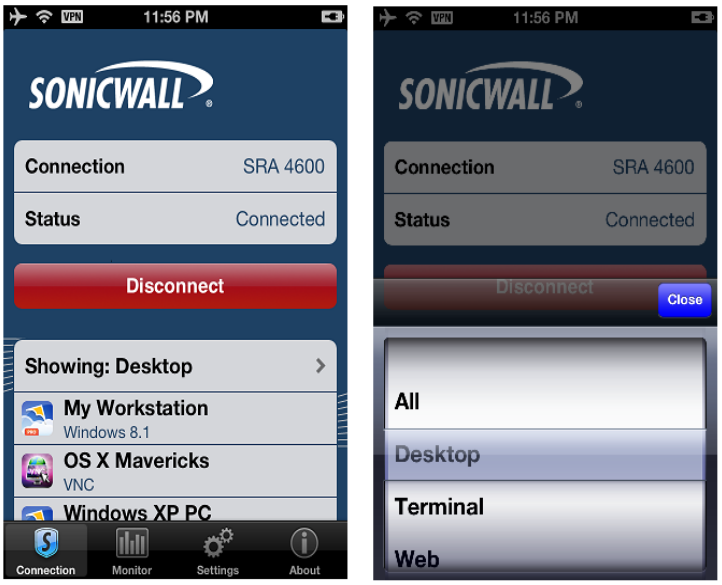
```
myapp://callback?status=$STATUS$&login_group=$LOGIN_GROUP&
error_code=$ERROR_CODE$
```

Full URL with URL Encoded Callback URL Value

```
mobileconnect://connect?sessionid=<teamid>&callbackurl= myapp%3A%2F%
2Fcallback%3Fstatus%3D%24STATUS%24%26login_group%3D%24LOGIN_GROUP%
26error_code%3D%24ERROR_CODE%24
```

Bookmarks

When there are more than five bookmarks, the bookmarks can be filtered by selecting the **Showing: <*bookmark type*>** row that is displayed when there are more than five bookmarks lets you filter long lists of bookmarks by type. Select the type of bookmarks to display or select **All** to display all bookmarks.



Selecting a bookmark for an app that is not installed will prompt you to install the app. Apps referenced by bookmarks also can be installed at any time using the Settings > Bookmarks tab. In addition to installing apps for bookmarks, the Settings > Bookmarks tabs is also used to select and install apps for bookmarks that support multiple third party apps. For example, you might select Safari or Google Chrome for a Web bookmark.

Mobile Connect supports the following types of bookmarks and associated apps.

Note In Mobile Connect for iOS 2.0, only Web and Desktop bookmarks are supported on the Dell SonicWALL EX series SRA appliances.

Desktop Bookmarks:

Portal name: Terminal Services (RDP – ActiveX), Terminal Services (RDP – Java) Internal type: RDP5ActiveX, RDP5Java

RDP bookmark types attempt to launch with the associated RDP application, as configured in the Settings tab.

	iOS Version
Wyse PocketCloud Pro	2.2.237
2X Client RDP/Remote Desktop	10.1.1256
Remote RDP Lite	—
Remote RDP	—
Remote RDP Enterprise	—

Additional details such as screen resolution should be provided to the client. However, support for passing such parameters will vary based on the application. For example:

- Wyse PocketCloud Pro does not support the “connect to console” option
- 2X Client does not accept screen resolution settings on iOS

Portal name: Virtual Network Computing (VNC)
Internal type: VNC

VNC bookmark types attempt to launch with the associated VNC application as configured in the Settings tab.

	iOS Version
Wyse PocketCloud Pro	—
android-vnc-viewer	—
Remoter VNC	3.6.3

Additional details such as screen resolution should be provided to the client. However, support for passing such parameters varies based on the application.

Portal name: Citrix Portal (Citrix)
Internal type: Citrix, Citrix_https

Citrix bookmark types will attempt to launch with the associated Citrix application.

	iOS Version
Citrix Receiver	5.6.2

Additional details such as screen resolution should be provided to the client. However, support for passing such parameters will very based on the application.

Web Bookmarks:

Portal name: Web (HTTP), Secure Web (HTTPS), External Web Site
Internal type: HTTP, HTTPS, URL, URL_https

These bookmarks will launch in an associated web browser and the provided 'Name or IP Address' (HostID) will be passed as the parameter to display in the browser..

	iOS Version
Any Browser	—
Safari	Yes
Google Chrome	19.1084.60

Portal name: Mobile Connect
Internal type: MC

Mobile Connect bookmark type will rely fully on the OS to determine and launch the proper application. The bookmark is expected to be properly configured for launch. The Mobile Connect app will attempt to launch it as is. (for example, telnet://server)

Terminal Bookmarks:

In Mobile Connect for iOS 2.0, Dell SonicWALL EX series SRA appliances do not support Terminal bookmarks.

Portal name: Telnet, Secure Shell Version 1 (SSHv1), Secure Shell Version 2 (SSHv2)
Internal type: Telnet, SSH, SSHv1

	iOS Version
ConnectBot	—
iSSH	5.4.0

ConnectBot notes: Proper formatting is required for ConnectBot SSH (server bookmark field requires username@server).

Configure Connect on Demand

Note Connect on Demand is only available for connections to Dell SonicWALL E-Class SRA appliances.

The Connect on Demand feature provides the ability for Mobile Connect to automatically establish a VPN connection when you attempt to access a domain on the private network. This provides a seamless VPN connectivity experience without the need to manually launch Mobile Connect.

The easiest way to determine if Connect on Demand is available for your connection is to look at the Connection tab when a VPN session is active. If a blue arrow appears to the right of the Status line, Connect on Demand is available.

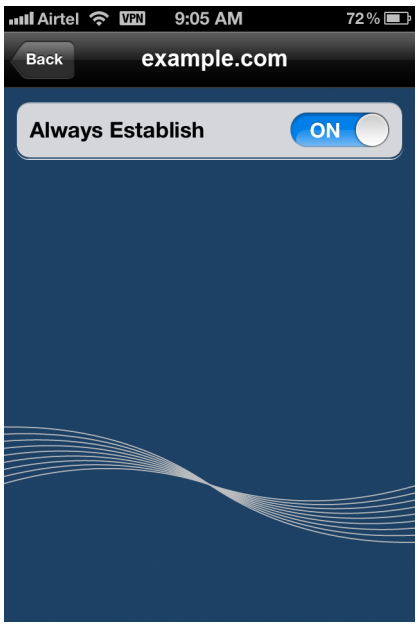
A VPN configuration must meet the following requirements to support Connect on Demand:

- The server must be a Dell SonicWALL E-Class SRA appliances.
- The VPN tunnel must not be configured for Redirect-All mode.
- The realm must be configured to use client certificates for authentication. Chained authentication (where a second authentication server is used) does not support Connect on Demand.
- The valid client certificate for the realm must be present.
- The user must successfully connect to the appliance at least once.

To configure Connect on Demand, perform the following tasks:

1. Tap the blue arrow in the status line on the Connection tab.

2. Tap **Connect on Demand**.
3. Set the **Establish Connection** option to **If Needed** to have Mobile Connect establish a VPN connection when accessing a resource with any of the domain suffixes listed.
4. Setting the **Establish Connection** option to **Never** disables Connect on Demand for the domain suffixes listed.
5. If more than one domain is listed, you can enable Connect on Demand for individual domains by tapping on the domain name.
6. Set **Always Establish** to **ON** to enable Connect on Demand for that domain.



Configure Trusted Network Detection

The Apple Trusted Network Detection (TND) enhancement to the Apple iOS Connect On Demand feature is available in iOS 6. TND results in the following:

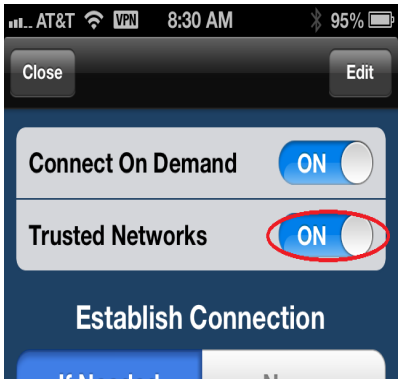
- Can be used only with Connect on Demand.
- Extends the Connect on Demand functionality by determining whether the user is on a trusted network.
- Configured with the iPhone Configuration Utility.
- Used for wi-fi connections only. When operating over other types of network connections, Connect on Demand does not use TND to determine whether a VPN should be connected.

Connect On Demand starts a VPN connection whenever a user tries to access a destination with a hostname specified in the domains list. For example, if *.yourcompany.com is in the Always Connected list, when a user accesses internal.example.com, the client starts a VPN connection regardless of the network to which the device is currently connected. TND compares the VPN and local DNS servers and DNS suffixes to determine whether to use Mobile Connect and dial the VPN, as shown in the following table:

DNS Suffixes	DNS Servers	Login
None	None	Refused - no VPN
None	Same	Refused - no VPN
Same	Same	Refused - no VPN
Same	Same and others	Allowed
Same	Different	Allowed
Different	Same	Allowed
Some	Some	Allowed

Consult documentation from Apple Inc. for more information about Trusted Network Detection and Connect on Demand.

To determine if TND is available for your connection, tap the blue arrow to the right of the Status line on the Connection tab. This displays the buttons used to enable/disable TND if available.



To configure TND, perform the following tasks:

1. Tap the blue arrow in the status line on the Connection tab.
2. Ensure Connect On Demand is turned on.
3. Turn on **Trusted Networks**.

To Use the iPhone Configuration Utility with Mobile Connect

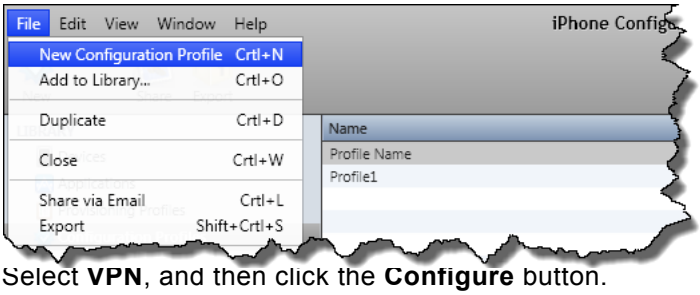
The iPhone Configuration Utility provides the ability for administrators of enterprise environments to create configuration profiles for the iPhone, iPod touch, and iPad. These profiles provide the ability for administrators to preconfigure the device settings for enterprise policies, such as VPN configuration, security policies, wi-fi settings, etc.

The iPhone Configuration Utility enables administrators to configure Mobile Connect profiles for their users' iOS devices. The iPhone Configuration Utility can be downloaded here:

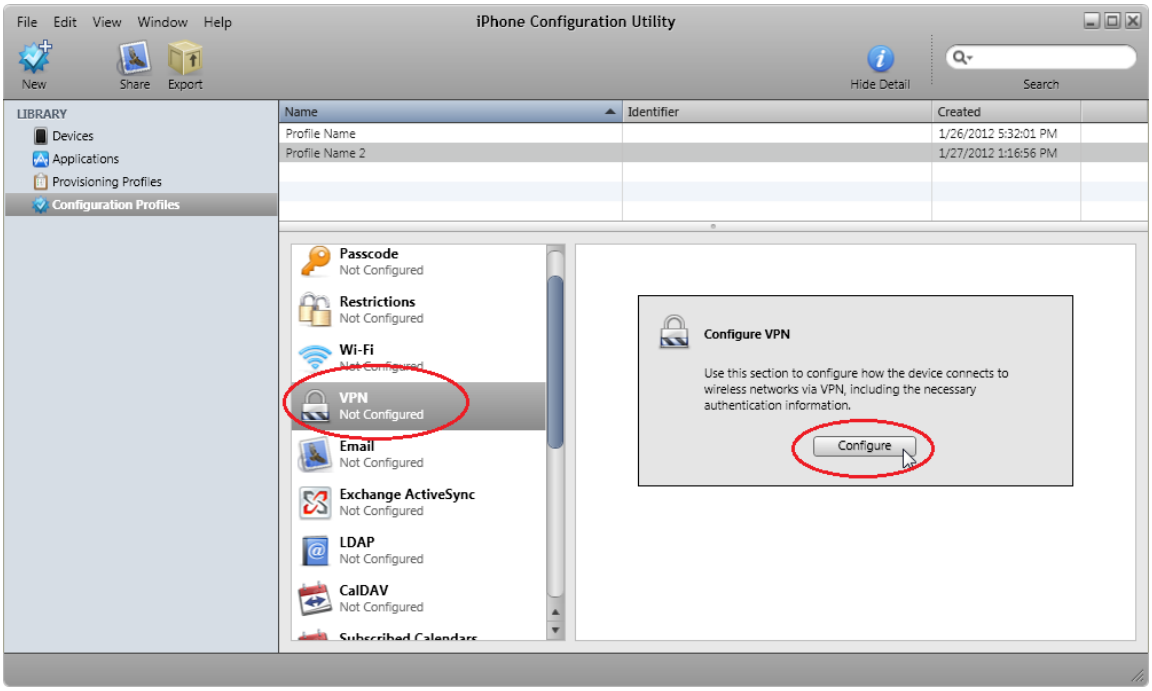
http://www.apple.com/support/iphone/enterprise/

To configure a Mobile Connect profile using the iPhone Configuration Utility, perform the following steps.

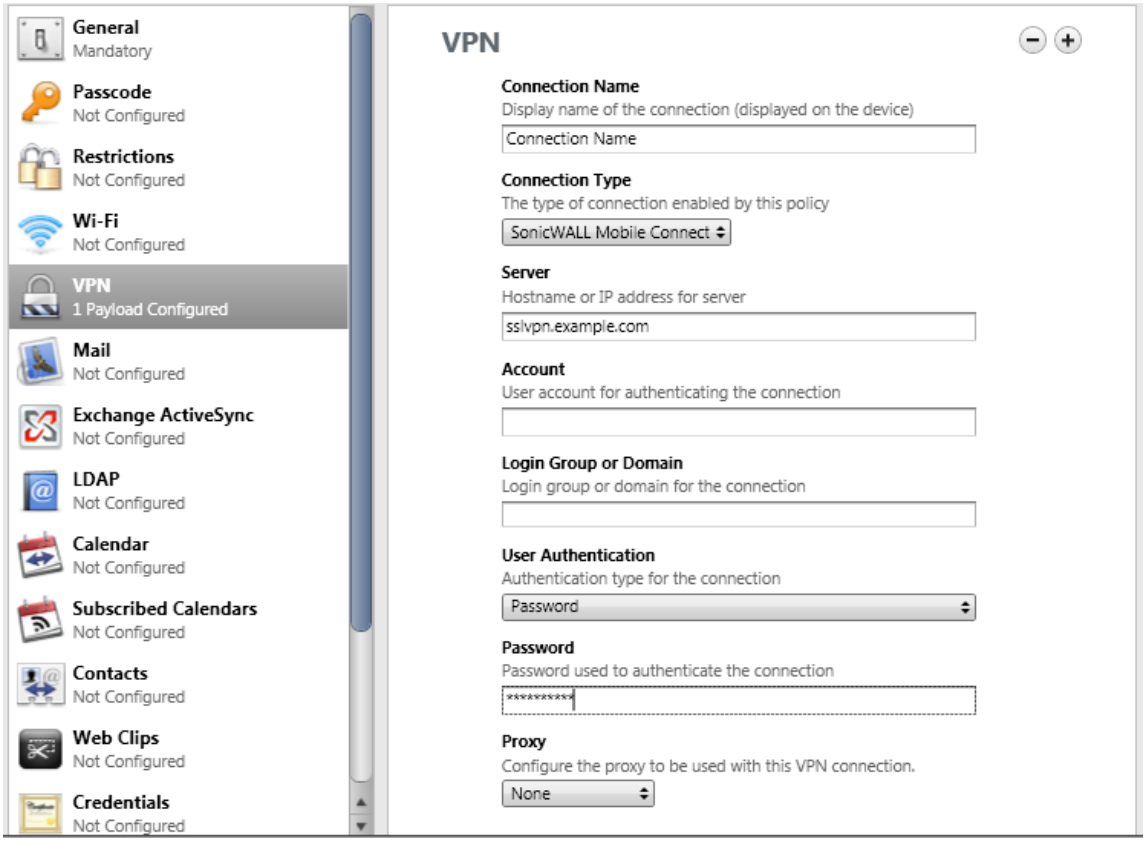
1. Download, install and launch the iPhone Configuration Utility for Windows or Mac OS.
2. Click on **File > New Configuration Profile**.



3. Select **VPN**, and then click the **Configure** button.



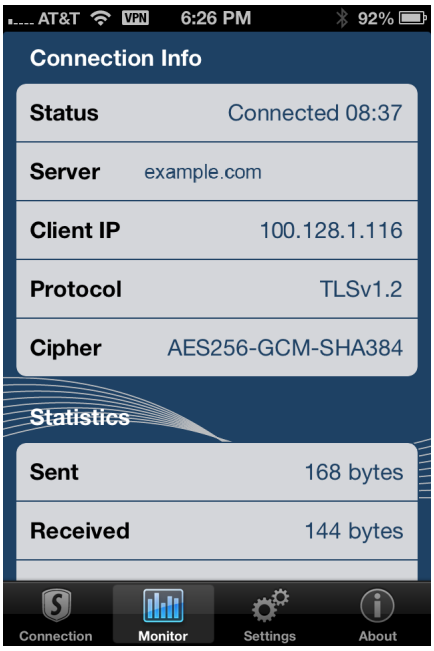
4. In the **Connection Name** field, enter **Connection Name**.



5. In the **Connection Type** drop-down menu, select **SonicWALL Mobile Connect**.
6. In the **Server** field, enter the hostname or IP address for the Dell SonicWALL appliance.
7. (Optional) In the **Account** field, enter the username for the account.
8. The Login Group or Domain value depends on the type of appliance used for the connection:
   - For profiles connecting to Dell SonicWALL UTM or SRA appliances, enter the value in the **Domain** field shown in the Edit Connection window of the Mobile Connect app.
   - For profiles connecting to Dell SonicWALL E-Class SRA appliances, enter the **v**alue selected in the **Log in to** window, when initiating a connection in Mobile Connect.
9. In the **User Authentication** drop-down menu, select **Password**.
10. (Optional for connections to UTM or SRA appliances) In the **Password** field, enter the password for the user account, if the Dell SonicWALL appliance you are connecting to is configured to allow for saving passwords. Note that only Dell SonicWALL UTM or SRA appliances can store passwords. Dell SonicWALL E-Class SRA appliances cannot allow for stored passwords.
11. (Optional for connections to E-Class SRA appliances) If a proxy server is used for the connect, in the **Proxy** drop-down menu, select either **Manual** or **Automatic**. If a proxy server is not used, leave this set to **None**. Note that only Dell SonicWALL E-Class SRA appliances support Mobile Connect over proxy. Currently, Dell SonicWALL UTM and SRA appliances do not support Mobile Connect over proxy.

Monitor Mobile Connect

The **Monitor** tab displays additional details about the connection, statistics on traffic transmitted, DNS information, and routes that have been installed.



The **About** tab of Mobile Connect displays the version number and legal text.

AT&T
VPN
6:26 PM
92%
SonicWALL Mobile Connect™
Secure Remote Access Client
Version 2.0.7
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SONICWALL
Connection
Monitor
Settings
About

Troubleshoot Mobile Connect

If you are unable to connect to the Dell SonicWALL server, perform the following steps to troubleshoot the connection.

1. Double check that you have entered the server name properly in the connection configuration.
2. Go to the Safari browser on your iPhone, iPod touch, or iPad and attempt to navigate to the SSL VPN appliance web portal.
3. If you are unable to load the web portal, the problem is with the Dell SonicWALL appliance. Contact your network administrator if the problem persists.
4. If the web portal loads successfully on the Safari browser and you still cannot establish a Mobile Connect connection, notify Dell SonicWALL Support, as follows:
   a. On the **Settings** tab, enable the **Debug Logging** option.
   b. Attempt a connection to the server again to ensure that full debugging messages are logged for the attempt.
   c. Then return to the **Settings** tab and tap the **Email Logs** button. An email will launch in your mail client with the Mobile Connect log attached. Address the email to **Support@sonicwall.com**. Add any additional comments to the email and tap **Send**. Dell SonicWALL Support staff will contact you after reviewing your case.